

## **Questions/Answers**

### **Customized SharePoint Training Course AAI080975-12-013**

**Q:** Could you indicate when the initial training is preferred to take place and when any follow-on training would likely be scheduled? Specifically if multiple sessions are determined to be desired, can they be scheduled in close proximity to the initial training or would they be expected to be delivered throughout the year?

**A:** It is our intention to schedule the first class in September. If additional training classes are scheduled, it will depend upon the schedule of individuals from other areas of NASA. We will try to schedule classes close together, but cannot guarantee that this will be the case.

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**Q:** Also for the delivery environment – would NASA prefer to have hands-on training as a part of the class? If so, would NASA prefer to use vendor-provided computers going to vendor-provided SharePoint training environment or would NASA prefer to use NASA computers going to NASA SharePoint environment? Would NASA be willing to use NASA computers going through the internet to vendor-provided SharePoint training environment?

**A:** Hands-on lab work is a requirement. Use of the NASA SharePoint Environment is not an option. Prefer to use NASA laptops to connect to Vendor's SharePoint Environment.

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**Q:** I see that there is another RFP online as of last week for the same Custom Training Course for SharePoint as was posted last month; can you provide any feedback on the RFP we sent in last month so we are able to change any necessary portions that were not adequate before?

**A:** The posting last week was a Request for Information (RFI) ONLY. Please see section 2.2 of the RFI. We require greater detail on the proposed setup of the hands-on SharePoint Lab environment that will be used during the training class.

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Web Age Solutions - Section 2.2 and our questions (red) below:

#### **Q: 2.2 TRAINING MATERIALS**

Customized training manuals are to be produced and provided by the training vendor. Each student should receive a manual/workbook that has been tailored to match the customized learning plan. The organization providing the training will provide all materials, visual aids, computer files, software, etc. that is required to deliver the course content. The students will be responsible for bringing a laptop computer to class. NASA will provide network connections as required. Vendor will provide server-side hardware.

Proposal shall include full documentation of the SharePoint Lab Environment to include:

- An architectural drawing to demonstrate connectivity between student computers and the SharePoint environment provided by the trainer to include internet access requirements. **We assume they will have full Internet access to access a SharePoint server offsite? They will need HTTP access (see next point).**

- All connections are to be outlined in the proposal. For example, how will the students access the SharePoint environment: HTTP, HTTPS, SFTP, CIFS, etc.
- A list of equipment and software that will be provided by the training company. **What software will be on the student's laptop? Will they have Office 2010 that includes InfoPath 2010? Also, to discuss and learn about simple workflows, will the students have SharePoint Designer installed (it's free).**
- A detailed list of software that will be installed on the student's machines. **(see previous point)**
- A detailed list of hardware/equipment to be provided by NASA.

Please note that systems brought on site will be scanned for vulnerabilities and viruses prior to connecting to NASA assets. All vulnerabilities and viruses must be mitigated upon discovery.

**A: Participants will have full internet access. Suggest you provide the address of the SharePoint server prior to class to ensure we are able to reach it. The students will have Microsoft Office 2010 installed on their systems. If InfoPath 2010 and SharePoint Designer are required to complete the labs, please state this requirement in your response.**

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**Q: Will this course be conducted on-site at the NASA facility in Palmdale, CA?**

**A: Training will be conducted at the AERO Institute in Palmdale, CA.**

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**Q: The Statement of Work indicates that students would bring their own laptop to class. In the past, we have provided laptops to all students. These laptops are configured for the class in advance, and we connect them to our SharePoint server via a private network provided by our company. This private network does not connect to the government network in any way. Would NASA consider this as an alternative to government-provided laptops connecting to the government network?**

**A: Yes, vendor-provided self-contained equipment is a good alternative.**

**Q: Should travel be included in the quote for the class(es) or will it be managed separately?**

**A: Yes. The quote submitted should be all-inclusive. There will not be any charges managed separately.**

**Q: The solicitation indicates that class will be held in Palmdale, CA, in Section 1.2 and 2.3 of the Statement of Work, but also indicates it will be held on-site at NASA Dryden in Edwards, CA in the Description section of the Synopsis/Solicitation Combo. Can you please clarify training location? Also, will the government provide classroom facilities, including overhead projector, whiteboard (or flipcharts), etc., or should the contractor provide these?**

**A: The training will take place at the AERO Institute in Palmdale, CA. We will provide a classroom environment with an overhead projector and whiteboard. If additional equipment is needed, please specify in your response.**